IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

	Atty. Docket: KUNKEL=1
In re Application of:) Conf. No.: 2041
Helmut KUNKEL) Art Unit: 2614
Appln. No.: 10/507,102	Examiner: W. Deane Jr.
Filed: April 11, 2005) Washington, D.C.
For: METHOD FOR OPERATING A CALL CENTER)) July 18, 2008

AMENDMENT

Honorable Commissioner for Patents U.S. Patent and Trademark Office Randolph Building, Mail Stop Amendments 401 Dulany Street Alexandria, VA 22314

Sir:

In response to the Office Action of March 24, 2008, the period for response having been extended by the concurrent filing of a request for one month extension of time and payment of the appropriate fee, please amend as follows:

Amendments to the Claims are reflected in the listing of claims that begins on page 2 of this paper.

Remarks/Arguments begin on page 4 of this paper.